

DEC. -19 03 (FRI) 16:26

ALSTON & BIRD

RECEIVED
CENTRAL FAX CENTER

TEL: 9198622260

DEC 19 2003

OFFICIAL

#8B P.04
E-13-04
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.: 09/656,678 Confirmation No.: 1936
Applicant(s): Hein *et al.*
Filed: September 7, 2000
Art Unit: 3621
Examiner: Bayat, Bradley B.
Title: SYSTEM FOR ISSUE NOTIFICATION, PRIORITIZATION, AND RESOLUTION AND ASSOCIATED METHOD

Docket No.: 038190/202935
Customer No.: 00826

Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT
37 C.F.R. § 1.121

Sir:

In response to the Final Office Action dated October 1, 2003, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims beginning on page 2 of this paper.

Remarks/Arguments begin on page 9 of this paper.

RTA01/214736v1

DEC. -19'03(FRI) 16:25

ALSTON & BIRD

RECEIVED
CENTRAL FAX CENTERTEL:9198622260

P. 001

DEC 19 2003
OFFICIAL

This facsimile message and its contents are legally privileged and confidential information intended solely for the use of the addressee. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, copying or other use of this message and its contents is strictly prohibited. If you have received this telecopy in error, please notify us immediately by telephone and return the original message to us at the address shown below via the Postal Service. Thank You.

ALSTON&BIRD LLP

3201 Beechleaf Court, Suite 600
Raleigh, NC 27604-1062

919-862-2200
Fax: 919-862-2260

TELCOPY PLEASE DELIVER AS SOON AS POSSIBLE

DATE: December 19, 2003

TO: Examiner Bradley B. Bayat - USPTO

FROM: Kevin R. Lyn

In re: Hein et al. Confirmation No.: 1936

Appl. No. 09/656,678 Group Art Unit: 3621

Filed: September 7, 2000 Examiner: Bayat, Bradley B.

For: SYSTEM FOR ISSUE IDENTIFICATION, PRIORITIZATION, AND
RESOLUTION AND ASSOCIATED METHOD

Please see the attached RCE Transmittal Sheet (2 pages) and Amendment (12 pages) in reference to the above-identified U.S. patent application.

NO. OF PAGES:
(Including cover page)

15

OPERATOR:

8276435

IF NOT RECEIVED PROPERLY, PLEASE NOTIFY ME IMMEDIATELY AT

USER CODE:

LYNKE

FAX NUMBER:

1-703-872-9306

CLIENT/MATTER:

038190/202935

REQUESTED BY:

Tracey S. Wright, ext. 2226

VOICE NUMBER:

1-703-305-8548

RFA01/2135587v1

PAGE 1/15 * RCVD AT 12/19/2003 4:34:17 PM [Eastern Standard Time] * SVR:USPTO-EFXRF-1/4 * DNIS:8729306 * CSID:9198622260 * DURATION (mm:ss):08:28